



# FEI Behavioral Health, Inc

## GENERAL SERVICES ADMINISTRATION

### Federal Supply Service

### Authorized Federal Supply Schedule Price List

On-line Access to Contract Ordering Information, Terms and Conditions, Up-to-date Pricing, and the Option to Create an Electronic Delivery Order are Available Through GSA *Advantage!*<sup>™</sup>, a Menu-driven Database System

INTERNET Address for GSA *Advantage!*<sup>™</sup> is:

<https://www.GSAAdvantage.gov>.

## Human Resources & EEO Services

FSC GROUP: \*874\*

Contract Number: GS-15F-0032M

For More Information on Ordering from Federal Supply Schedules Click on the GSA Schedules Button at <http://www.gsa.gov>

Contract Period: February 25, 2012 – February 24, 2017

FEI Behavioral Health, Inc  
11700 West Lake Park Drive  
Milwaukee, Wisconsin 53224  
414-359-1055  
Fax 414-359-1074  
Web Site: <http://feinet.com>  
Large Business

**PRICES SHOWN HEREIN ARE NET (DISCOUNT DEDUCTED)**



## About FEI Behavioral Health, Inc. Crisis Management Support Services

FEI is a nationally-recognized leader in crisis preparedness and consulting, disaster management, telephonic support, crisis intervention and post-trauma debriefing services for victims of disasters and mass casualty events. FEI can provide services for incidents of any scale with an extensive network of trained professionals, proprietary technology and a state-of-the art call center system. In addition, we can provide the resources necessary to manage a crisis whether in a Pre-Incident, Incident Response, or Post-Incident phase.

### *Pre-Incident Services*

- Review of the existing Emergency Response Plan
- Provide ongoing consultation regarding crisis response planning and procedures
- Provide training to address issues unique to specific roles or components of a disaster response
- Develop and participate in functional drills and exercises to test the plan

### *Incident Response Services – Crisis Call Center*

- Operational within 60 minutes of notification
- Capacity to handle up to 3,000 inbound calls per hour
- Capability for translation of over 140 languages
- Trained mental health professionals to staff the Call Center to:
  - Serve as the primary contact between the customer and survivors, survivor families and victim families
  - Provide ongoing information to families as it is confirmed by the customer or federal authorities
  - Respond to family members' inquiries
  - Place outbound calls to emergency contacts
  - Communicate affected individuals' needs, concerns and requests to the customer
  - Maintain telephone-based communication and support 24/7/365 for a duration as directed by the customer
  - Provide comprehensive reports regarding response activities

### *Incident Response Services – On-Site Support*

- Deploy trained behavioral health professionals with experience in crisis management to serve as Family Assistance Representatives
- Offer emotional support and assistance to families at the site
- Immediately deploy an experienced Crisis Manager to the accident site
- Assist in establishing an on-site family support center as needed
- Provide Family Assistance Representatives for every passenger family



- Provide families with ongoing information as it is received from the customer and other authorities
- Maintain staff on-site with families throughout the duration of the immediate crisis

*Post-Incident Services*

- In focusing on disengagement and transition back to a non-emergency environment, FEI conducts daily group debriefings and a final exit interview for all FEI and customer personnel on-site
- FEI conducts extensive internal process debriefings in which all aspects of the response are evaluated. A comprehensive after-action report will be provided to the customer within 60 days post-incident

Consultation on integration of “Lessons Learned” into the customer’s Emergency Response Plan.

**CUSTOMER INFORMATION:**

**1a. Awarded Special Item Number (SIN):** 595-28 - Social Services, Professional Counseling and Veterans’ Readjustment & Behavioral Health Services

**1b. Government unit prices:**

<b>Labor Category Offered</b>	<b>Government Hourly Rate Offered</b>	<b>Government Daily Rate Offered</b>
1. Family Assistance Center Operations Director	\$161.59	\$1,615.90
2. Family Assistance Center Information Director	\$161.59	\$1,615.90
3. Family Assistance Center Director	\$161.59	\$1,615.90
4. Family Assistance Center Manager	\$129.27	\$1,292.70
5. Administrative Support Staff	\$53.86	\$ 538.60
6. Family Assistance Center Counselor	\$96.96	\$ 969.60
7. Family Assistance Center Coordinator	\$80.80	\$ 808.00
8. Employee Assistance Counselor	\$80.80	\$ 808.00
9. On-site Crisis Management Director	\$161.59	\$1,615.90
10. On-site Crisis Support Counselor	\$96.96	\$ 969.60
11. Data Entry	\$53.86	\$ 538.60

Note: Items are available for expedited delivery. All prices exclude travel & ODCs.



**1c. Labor category descriptions:**

<p><b>Labor Category:</b> 1. Family Assistance Center Operations Director</p> <p><b>Description:</b> Guides the Family Assistance Center activities to ensure provision of timely and accurate information and compassionate assistance to survivors, survivor families and victim families. Serves as the primary Family Assistance Center liaison with the client, FEI on-site Crisis Director, and other external agencies, and provides continuous information/updates regarding Family Assistance Center activities.</p> <p><b>Major Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>♦ Proceeds to FEI Situation Room immediately.</li> <li>♦ Establishes communication for the client via a conference bridge.</li> <li>♦ Confirms Family Assistance Center operational readiness &amp; provides client with toll-free number for media release.</li> <li>♦ Confers continuously with the Family Assistance Center Manager and provides frequent updates to assure effective operation and provision of accurate information.</li> <li>♦ Identifies how client will arrange for family travel.</li> <li>♦ Participates in information collection for building a client database.</li> <li>♦ Provides continuous updates to client regarding survivor, survivor family and victim family demographics and family notification status.</li> <li>♦ Relays family requests/issues to client for approval.</li> <li>♦ Confers with FEI on-site crisis team to coordinate Family Assistance Center and on-site operations.</li> </ul> <p><b>General Experience:</b> This position represents ten or more years experience in the mental health/critical incident management field. At a minimum, the Director of Operations possesses ten or more years of progressive management and technical experience in the mental health field. The individual will have significant experience participating in and managing mass fatality/mass casualty crises from the critical event through disengagement. In addition, this individual will possess the leadership skills to direct large numbers of professionals in multiple tasks across several functional areas. Finally, this individual will have experience and ability in resource management.</p> <p><b>Specific Experience:</b> The FAC Director will have hands on and management experience dealing with mass casualty/mass fatality events. The individual will possess the appropriate leadership skills to guide large numbers of professionals in effectively responding to a traumatic event.</p> <p><b>Minimum Education:</b> Master's degree in the behavioral sciences</p>
--

<p><b>Labor Category:</b> 2. Family Assistance Center Information Director</p>
--



<p><b>Description:</b> Ensures effective operation of the Family Assistance Center Telecommunication and Information Systems. Manages the FEI database including oversight of data entry of all survivor, survivor family and victim family related information and report development.</p> <p><b>Major Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>♦ Records event-specific information within menu associated with the published toll-free line for friends and family members.</li> <li>♦ Proceeds to the Family Assistance Center immediately.</li> <li>♦ Oversees retrieval and set-up of telephones, PC's and fax machines.</li> <li>♦ Retrieves client's transmission of preliminary victim list.</li> <li>♦ Directs entry of preliminary victim name list into the Family Assistance Center database.</li> <li>♦ Confirms call center operational readiness.</li> <li>♦ Receives confirmed names and guides edit of the victim name list to create a confirmed name list.</li> <li>♦ Directs printing of database reports for internal information management and as requested by client.</li> </ul>
<p><b>General Experience:</b> This position will have ten years experience in the information technology field. Also, the individual must possess demonstrated ability to provide technical guidance and direction in multiple tasks and have proven experience in the management of other technical staff. Finally, this individual will have proven experience in resource management.</p>
<p><b>Specific Experience:</b> The Information Director will have at least ten years experience in the information technology field. This individual will also possess effective resource management and leadership skills required to direct multiple tasks and large numbers of professional staff.</p>
<p><b>Minimum Education:</b> Bachelor's degree in computer science, information technology or other related technical discipline is preferred</p>

<p><b>Labor Category:</b> 3. Family Assistance Center Director</p>
<p><b>Description:</b> Serves as the liaison between the Situation Room and the Family Assistance Center as the primary information source/troubleshooter/supervisor within the Family Assistance Center.</p> <p><b>Major Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>♦ Reports immediately to the Family Assistance Center upon notification.</li> <li>♦ Receives information from other directors and conducts initial briefing for case managers, coordinators and counselors.</li> <li>♦ Works with coordinators to compile inquiries and distribute counselor--family assignments.</li> <li>♦ Creates continuous written updates for the Family Assistance Center staff.</li> <li>♦ Receives and summarizes family-related requests, needs and other issues as</li> </ul>



<p>identified by counselors and relays this information to other directors.</p> <ul style="list-style-type: none"> <li>♦ Makes requests for food, equipment, supplies and other needs within the Family Assistance Center.</li> <li>♦ Conducts daily beginning of shift briefings for case managers and counselors.</li> </ul>
<p><b>General Experience:</b> Five or more years of progressive management experience, with at least three years experience dealing with crisis management. In addition, this individual will possess management skills to provide leadership to a large number of counselors and case managers. Requires exceptional oral and written communication skills.</p>
<p><b>Specific Experience:</b> The FAC Director will have at least five years of supervisory experience. This individual will possess excellent leadership skills combined with outstanding oral and written communication skills.</p>
<p><b>Minimum Education:</b> Master's degree in the behavioral sciences</p>

<p><b>Labor Category:</b> 4. Family Assistance Center Manager</p>
<p><b>Description:</b> Assumes a supervisory among six phone stations staffed by counselors. Provides continuous, accessible leadership within the call center. Updates the Family Assistance Center Director on activities/needs of staff and families represented at each station.</p>
<p><b>Major Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>♦ Reports to the Family Assistance Center as soon as possible upon notification.</li> <li>♦ Obtains briefing from the Family Assistance Center Director.</li> <li>♦ Conducts orientation for counselors at station.</li> <li>♦ Serves as a resource for counselors.</li> <li>♦ Obtains updates from the Family Assistance Center Director and relays to counselors.</li> <li>♦ Ensures timely submission of forms to data entry.</li> <li>♦ Monitors counselor performance, demeanor, appropriateness of information provided to callers, completion of forms, documentation in files.</li> <li>♦ Prepares daily station report for Family Assistance Center Director.</li> <li>♦ Attends end of shift debriefing with FEI crisis support counselor.</li> </ul>
<p><b>General Experience:</b> Previous experience as a Family Assistance Center counselor in aviation disasters. Also, demonstration of providing compassionate and accurate information to families. This individual must have the ability to respond immediately upon notification and flexibility in rearranging other commitments to meet the needs of the Family Assistance Center. Finally, the individual will possess strong organizational and communication skills.</p>
<p><b>Specific Experience:</b> The Family Assistance Center Manager will have at least five years of supervisory experience in a clinical setting. These individuals will have hands-on and management experience with post-traumatic and critical incident management. The individual is skilled in oral and written communication.</p>
<p><b>Minimum Education:</b> Master's degree in the behavioral sciences</p>



<p><b>Labor Category:</b> 5. Administrative Support Staff</p>
<p><b>Description:</b> Serves as clerical support in the Family Assistance Center and Information Management room. Provides administrative and logistical support to case managers and Family Assistance Center counselors at assigned stations.</p>
<p><b>Major Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>♦ Retrieve completed forms at assigned stations.</li> <li>♦ Take forms to data entry staff in the Information Management Center.</li> <li>♦ Obtain supplies, copies as requested by case manager.</li> <li>♦ Answer telephones for case managers and for the Family Assistance Center main telephone line.</li> <li>♦ Provide clerical duties as required.</li> </ul>
<p><b>General Experience:</b> This category represents two year's clerical experience in a social service setting. The individual will understand the terms and acronyms associated with the delivery of behavioral services. This individual will also respect the confidentiality of information being gathered.</p>
<p><b>Specific Experience:</b> Proficiency in all clerical tasks including word processing, filing, sorting, duplicating, faxing, etc.</p>
<p><b>Minimum Education:</b> High school degree plus two year's experience</p>

<p><b>Labor Category:</b> 6. Family Assistance Center Counselor</p>
<p><b>Description:</b> Serves survivors, survivor families and victim families of mass casualty/mass fatality events by processing inquiries and information, conducting notification of family members, arranging travel for family members and providing ongoing assistance and telephone-based support for non-traveling family members.</p>
<p><b>Major Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>♦ Reports to the Family Assistance Center immediately upon notification.</li> <li>♦ Receives initial briefing/orientation.</li> <li>♦ Receives calls transferred from inbound call center.</li> <li>♦ Gathers information and completes crisis inquiry form.</li> <li>♦ Receives passenger family assignments.</li> <li>♦ Completes family travel request forms.</li> <li>♦ Receives itinerary from travel coordinator and relays information to family members.</li> <li>♦ Maintains telephone-based support on survivors/family members.</li> <li>♦ Completes and retains daily contact log.</li> </ul>
<p><b>General Experience:</b> The Family Assistance Center counselor will have a minimum of three years clinical experience, dealing with post-traumatic stress disorders and critical incident stress. This individual will have excellent clinical skills and will have received training in critical incident stress intervention. This individual will also have excellent oral and written communication skills.</p>



<p><b>Specific Experience:</b> The Family Assistance Center Counselor will have at least three year's experience in a clinical setting. The counselor will be skilled in making telephone assessments. This individual will have exceptional oral and written communication skills.</p>
<p><b>Minimum Education:</b> Master's degree in the behavioral sciences</p>

<p><b>Labor Category:</b> 7. Family Assistance Center Coordinator</p>
<p><b>Description:</b> Provides logistical support to Family Assistance Center management and FEI on-site team as requested.</p>
<p><b>Major Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>♦ Reports to the Family Assistance Center immediately upon notification.</li> <li>♦ Assists with Family Assistance Center set-up activities.</li> <li>♦ Processes arriving staff.</li> <li>♦ Arranges for food/beverage supply throughout response.</li> <li>♦ Arranges hotel accommodations for out-of-town staff.</li> <li>♦ Provides logistical support to staff.</li> <li>♦ Obtains supplies and equipment as requested.</li> <li>♦ Arranges special services as needed (on-site interpreter, consultation on cultural/ethnic/religious issues, etc.)</li> </ul>
<p><b>General Experience:</b> This individual will be experienced in providing support services for a minimum of three years. This individual will have experience dealing with local vendors and the ability to negotiate and contract for external services. This individual will have the capacity to operate with minimal supervision and have demonstrated skills in vendor negotiation and administration of supply contracts.</p>
<p><b>Specific Experience:</b> The coordinator will possess organizational and management skills that allow for effective logistical support. This individual will have three year's experience in managing complex tasks in an autonomous fashion.</p>
<p><b>Minimum Education:</b> Bachelor's degree in the behavioral sciences</p>

<p><b>Labor Category:</b> 8. Employee Assistance Counselor</p>
<p><b>Description:</b> The Employee Assistance Counselor, within established policies, regulations and procedures, provides therapeutic counseling services for client employees on an as-needed basis through office visits as well as at client locations as requested</p>
<p><b>Major Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>♦ Provides therapeutic, clinical counseling services for individual employees and eligible dependents.</li> <li>♦ Organizes and conducts workplace educational services.</li> <li>♦ Tracks and reports on utilization of the services.</li> <li>♦ Provides emergency and/or crisis counseling as necessary.</li> </ul>
<p><b>General Experience:</b> The Employee Assistance Counselor will have a minimum of a</p>



<p>master's degree in the behavioral sciences, three years' clinical experience dealing with mental health and substance abuse disorders as well as post-traumatic stress disorders. This individual will have excellent clinical skills and will have received training in treatment of mental health and substance abuse problems. This individual will also have excellent oral and written communication skills.</p>
<p><b>Specific Experience:</b> The Employee Assistance Counselor will have at least three years' experience in a clinical setting. The counselor will be skilled in making clinical assessments and providing ongoing counseling. This individual will have exceptional oral and written communication skills.</p>
<p><b>Minimum Education:</b> Master's degree in the behavioral sciences.</p>

<p><b>Labor Category: 9. On-Site Crisis Management Director</b></p>
<p><b>Description:</b> Assumes overall responsibility to implement an on-site crisis management plan, assess needs, organize personnel, and guide the support and assistance provided to survivors, survivor families and victim families on site, as well as client personnel on site. Provides leadership, technical guidance and support to clients.</p>
<p><b>Major Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>♦ Overall management of FEI on-site team.</li> <li>♦ Upon notification, deploys to accident location in a timely fashion and begins coordinating family assistance responsibilities.</li> <li>♦ Assists client in identifying and designating a family assistance hotel.</li> <li>♦ Designates additional hotels for client family, family assistance and investigative teams, employee responders, etc.</li> <li>♦ Provides consultation to customer on family assistance issues.</li> <li>♦ Interprets FEI corporate and operational policies, regulations and procedures as needed.</li> <li>♦ Submits appropriate, accurate and timely reports to client.</li> <li>♦ Conducts morning and evening briefings via teleconference with the Family Assistance Center and off-site crisis management staff.</li> </ul>
<p><b>General Experience:</b> This position represents ten or more years experience in the mental health/critical incident management field. At a minimum, the On-Site Crisis Management Director possesses ten or more years of progressive management and technical experience in the mental health field. Individual will have significant experience participating in and managing mass fatality/mass casualty crises from the critical event through disengagement. In addition, individual will possess the leadership skills to direct large numbers of professionals in multiple tasks across several functional areas. Finally, individual will have experience and ability in resource management.</p>
<p><b>Specific Experience:</b> This position represents ten or more years experience in the mental health/critical incident management field. The individual will have significant experience participating in and managing mass fatality/mass casualty crises from the critical event through disengagement. In addition, this individual will possess the leadership skills to direct large numbers of professionals in multiple tasks across several functional areas.</p>



**Minimum Education:** Master's degree in the behavioral sciences

<p><b>Labor Category:</b> 10. On-Site Crisis Support Counselor</p>
<p><b>Description:</b> The Crisis Support Counselor reports to the On-Site Crisis Director and, within established policies, regulations and procedures, provides debriefing and counseling services for client employees on-site as well as various client locations as requested.</p>
<p><b>Major Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>♦ Supports client's staff on site and at other locations as required.</li> <li>♦ Organizes and conducts debriefing and counseling sessions for client's staff.</li> <li>♦ Receives, summarizes and reports information to crisis management staff at the Family Assistance Center.</li> <li>♦ Participates in morning and evening briefings with FEI Crisis Director.</li> <li>♦ Monitors working environment and individual employee behaviors and identifies areas of concern and/or individual needs.</li> </ul>
<p><b>General Experience:</b> The On-Site Crisis Support Counselor will have a minimum of three years clinical experience, dealing with post-traumatic stress disorders and critical incident stress. This individual will have excellent clinical skills and will have received training in critical incident stress intervention. This individual will also have excellent oral and written communication skills.</p>
<p><b>Specific Experience:</b> The On-Site Crisis Support Counselor will have at least three year's experience in a clinical setting. The counselor will be skilled in making clinical assessments. This individual will have exceptional oral and written communication skills.</p>
<p><b>Minimum Education:</b> Master's degree in the behavioral sciences</p>

<p><b>Labor Category:</b> 11. Data Entry</p>
<p><b>Description:</b> Enter data as contained on various forms into the Family Assistance Center database and generate reports as requested by the Information Director.</p>
<p><b>Major Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>♦ Works in the Family Assistance Center Information Management room.</li> <li>♦ Received copies of victim inquiry forms from FAC counselors.</li> <li>♦ Enters information into the database.</li> <li>♦ After entering, will check accuracy.</li> <li>♦ Places forms in the "entered" basket.</li> <li>♦ Generates reports as requested by the Information Director.</li> </ul>
<p><b>General Experience:</b> The position represents two years experience as a data entry operator. This individual will have demonstrated proficiency in entering data in an accurate and timely fashion.</p>
<p><b>Specific Experience:</b> This individual will be able to enter data in a victim database in an accurate and timely basis. This individual will respect the confidentiality of all</p>



information in the database.
<b>Minimum Education:</b> High school degree and two year's experience in data entry

2. **Maximum Order:** \$1,000,000.00
3. **Minimum Order:** \$100.00
4. **Geographical Coverage (delivery area):** Worldwide
5. **Point (s) of production (city, county, and state or foreign country):** City of Milwaukee, County of Milwaukee, State of Wisconsin, United States of America.
6. **Discount from list prices or statement of net price:** Prices include all discounts and are net price.
7. **Quantity Discounts:** None
8. **Prompt Payment Terms:** None
- 9a. **Notification that Government purchase cards are accepted at or below the micro-purchase threshold:** Government purchase cards are accepted at and below the micro-purchase threshold.
- 9b. **Notification whether Government purchase cards are accepted or not accepted Above the micro-purchase threshold:** Government purchase cards are accepted above the micro-purchase threshold.
10. **Foreign Items:** None.
- 11a. **Time of Delivery:** As specified during negotiations with the Government customer and included in the delivery order but normally 5 days.
- 11b. **Expedited Delivery:** Items available for expedited delivery are noted in this price list.
- 11c. **Overnight and 2-day Delivery:** Overnight and 2-day delivery are not available. Any customer interested in such terms should contact FEI Behavioral Health for terms and conditions.
- 11d. **Urgent Requirements:** FEI Behavioral Health will consider “urgent requirements.” Customers with urgent requirements should contact Mr. Ed McLaughlin at FEI or Ms. Vivian Marinelli, at FEI.
12. **F.O.B Point(s):** FEI Headquarters, Milwaukee, Wisconsin.
- 13a. **Ordering Address:** FEI Behavioral Health



11700 West Lake Park Drive  
Milwaukee, Wisconsin 53224

- 13b. **Ordering Procedures:** Contact FEI at 414-359-1055
14. **Payments Address:** FEI Behavioral Health  
11700 West Lake Park Drive  
Milwaukee, Wisconsin 53224
15. **Warranty Provision:** No warranties offered.
16. **Export Packing Charges:** Not applicable.
17. **Terms and conditions of Government purchase card acceptance:** Terms and conditions will be negotiated at the time the customer chooses FEI as its service provider.
18. **Terms and conditions of rental, maintenance and repair:** Not applicable
19. **Terms and conditions of installation:** Not applicable
20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** Not applicable
- 20a. **Terms and conditions for any other services:** Not applicable
21. **List of service and distribution points:** Not applicable
22. **List of participating dealers:** No dealers are involved.
23. **Preventive maintenance:** Not applicable
- 24a. **Special attributes such as environmental attributes (e.g. recycled content, energy efficiency, and/or reduced pollutants):** Not applicable
- 24b. **Section 508 compliance information:** Not applicable
25. **DUNS Number:** 796526614
26. **Notification regarding registration in Central Contractor Registration (CCR) database:** FEI is registered in CCR